



National Finance Center Government Employees Services Division Escalation and Special Handling Process

At the National Finance Center (NFC) we strive for excellent customer service which includes providing accurate information in a timely manner. The NFC Contact Center (NCC) responds to inquiries related to NFC's Payroll Personnel Systems consisting of numerous applications: WebTA, *EmpowHR*, SPPS, ABCO, ABCO Claims, DPRS, TIPS, and Reporting systems. Understanding that our customers occasionally encounter scenarios that require Special Handling or Escalation, we have defined processes to provide additional assistance. Those processes are:

- **Special Handling**

- Customers with a sensitive issue may request *Special Handling* upon initial contact with the NCC. Typically, the issue is of a critical nature and may be time-sensitive. Examples of such issues may include:
 - Time & Attendance transmission problems during payroll week
 - Settlement Cases
 - Unavailability of NFC systems
 - Issues impacting employee pay
 - Impact to a significant number of employees/customers
- Upon receipt, the NCC will provide an incident number and notify an internal group to maintain the highest level of issue visibility.
- NCC will coordinate resolution or immediately transfer to the functional area responsible for resolution. In either case, the issue will be handled expediently with open communication between NFC and the Customer.
- Customers may also escalate issues to James Morrissey, NCC Branch Chief; Helen Young, Associate Director, Payroll/Personnel Operations Directorate (POD); or the Associate Director over the Functional Area responsible for the Issue (See attached table for contact information).

- **NCC Escalation of Unresolved Issue**

- When a customer has an issue or concerns that have not been met in a timely manner, the customer may escalate the unresolved issue within NCC by:
 - Calling James Morrissey, NCC Branch Chief; or Helen Young, Associate Director of POD
 - Emailing the NCC Escalation Mailbox (NCCEscalation@nfc.usda.gov)

- **Client Management Branch (CMB) Escalation of Unresolved Issues**

- At anytime in the issue resolution process, customers have the option to exit the NCC arena and escalate an issue to their dedicated Customer Service Representative by:
 - Contacting your Customer Service Representative:
 - Executive.Team@usda.gov
 - DOJ.Team@usda.gov
 - DHS.Team@usda.gov
 - Legislative.Team@usda.gov
 - [Selective.Team@usda.gov](mailto>Selective.Team@usda.gov)
 - Treasury.Team@usda.gov
 - USDA.Team@usda.gov
 - Customers may also escalate issues to Tracey Hoolahan, Acting CMB Chief or Wardell Jones, Associate Director of Client Services.

- **Escalation for Retirement Issues**

- When a customer has an issue or concern with a Retirement case that requires escalation, the customer may escalate through CMB or contact Joe Vitale, Associate Director of Payroll Accounting.

Please note, for issues other than Retirement, a Remedy Incident must be submitted by an authorized SPO representative (listed in TMGT Table 063, Department/Agency/Bureau Contact) prior to initiating Special Handling or Escalation. If you have not opened a Remedy Incident for your inquiry, please contact the NCC at 1-855-652-4468 or via Requester Console at: https://www.nfc.usda.gov/Contact_Us/Help_Desks/CHD/requestor_console.html

Escalation Points of Contact

Email Address	Phone	Responsible Management Official
NCCEscalation@nfc.usda.gov	504-426-1412	James Morrissey, NCC Escalation
Client Services Directorate, Client Management Branch (CMB)		
Executive.Team@usda.gov	504-426-1174	Mary Lillie/Raquel Ferguson
DOJ.Team@usda.gov	504-426-1040	Dawn Landry
DHS.Team@usda.gov	504-426-1040	Dawn Landry
Legislative.Team@usda.gov	504-426-1649	Sheri Riemer
Selective.Team@usda.gov	504-426-1160	Debi Dewar
Treasury.Team@usda.gov	504-426-1050	Tiffany Ward
USDA.Team@usda.gov	504-426-1066	Wendy Banks
Tracey.Hoolahan@nfc.usda.gov	504-426-1151	Tracy Hoolahan, Acting CMB Chief
Client Services Directorate		
Wardell.Jones@nfc.usda.gov	504-426-1151	Wardell Jones, Associate Director
Government Insurance and Collections Directorate		
Tony.Priola@nfc.usda.gov	504-426-1292	Tony Priola, Associate Director
Payroll/Personnel Operations Directorate		
Helen.Young@nfc.usda.gov	504-426-1499	Helen Young, Associate Director
Payroll Accounting Directorate Payroll Accounting & Retirement Operations		
Joe.Vitale@nfc.usda.gov	504-426-1084	Joe Vitale, Acting Associate Director